

FIG. 1

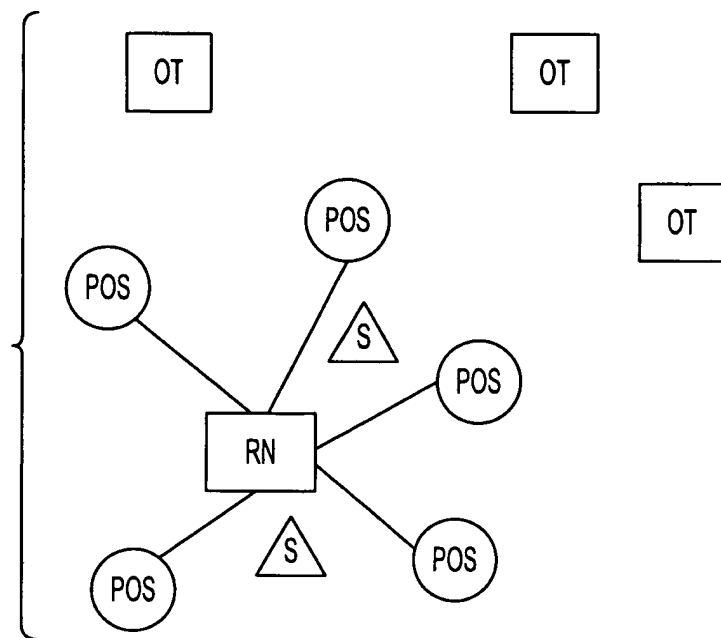


FIG. 2

CUSTOMER SUPPORT LAYER
INFORMATION LAYER
MANAGEMENT LAYER
INVENTORY CONTROL LAYER
PURCHASING LAYER
DISTRIBUTION LAYER
TRANSPORT LAYER

FIG. 3